

## Appendix C Pricing Products

<u>Xplore</u>	<u>Customer Discount % off</u>
Ruggedized Tablet PC (See List Below)	13%
Accessories	8%

Model Name		Model Name	
ix104c3	ix104C3	ix104C2	ix104C2
	ix104C3V		ix104C2D
	ix104C3D		ix104C2V
	ix104C3DV		ix104C2DV

<b>Panasonic</b>	<b><u>Customer Discount</u></b> <b><u>% off MSRP</u></b>
<b>Fully-Rugged</b>	14%
<b>Semi-Rugged</b>	14%
<b>Business-Rugged</b>	7%
<b>Accessories</b>	8%
<b>Mounting- Ledco</b>	16%
<b>Mounting- Gamber/Johnson</b>	23%

Model Name		Model Name		Model Name	
Fully-Rugged		Semi-Rugged		Business-Rugged	
	CF-19CDBAAVM		CF-74ECBAABM		CF-T4HWETZBM
	CF-19CDBABVM		CF-74ECBABBM		CF-T5LWETABM
	CF-19CDBACVM		CF-74ECBACBM		CF-T5LWETBBM
	CF-19CDBAXVM		CF-74ECBADBM		CF-T5LWETCBM
	CF-19CDBCAVM		CF-74ECBAFBM		CF-W4HWEZZBM
	CF-19CDBCBVM		CF-74ECBAGBM		CF-W5LWEZABM
	CF-19CDBCXVM		CF-74ECBAXBM		CF-W5LWEZBBM
	CF-30CTQAABM		CF-51QF2DEBM		CF-W5LWEZCBM
	CF-30CTQABBM		CF-51QF2EEBM		CF-W5LWEZZBM
	CF-30CTQACBM		CF-51QF4DEBM		CF-Y4HWPZZBM
	CF-30CTQAZBM		CF-51QF4EEBM		
	CF-30CTQCABM		CF-51QFDDEBM		
	CF-30CTQCBM		CF-51QFDEEBM		
	CF-30CTQCZBM		CF-51QFVDEBM		

<b>Services</b>	<b>Customer Discount % off MSRP</b>
Product Installation	18%
Help Desk Support	18%
Product Training	18%

## **Product Installation**

ARC provides a dedicated 800 toll free support number for customers to call into for help desk support requests regarding computer systems purchased thru ARC under DIR contract. The support line will be available from 8am – 5pm CST Monday thru Friday.

Initial diagnosis or front line support of the issue encountered by the customer will be made over the phone with an ARC technical representative. The customer must have access to the system where the hardware component and/or peripheral component is installed and/or attached to when calling in for support.

In order to properly diagnose and resolve the customer's issue, ARC may provide a secure remote web connection with the system in question that has the malfunctioning hardware component and/or peripheral via Microsoft Live Meeting or an equivalent. If the computer in question is not connected directly to a computer system with internet access then the ARC technician will troubleshoot the issue solely over the phone.

## **Help Desk Support**

ARC has a knowledgeable team of A+ certified technicians available to handle any of your ARC purchased computer system installation needs. Installation and basic configurations of computer systems are offered Monday thru Friday, 8am – 5pm CST, excluding holidays. Computer system installations and basic configurations may include but are not limited to the following services: Shutdown/Disconnect legacy computer system, Un-box new computer system, Power Up new computer system and attach to network, Attach up to 2 Peripherals and/or Network/Local Printers, Basic Testing, New Hardware Orientation, Asset Report and Project Management.

## **Product Training**

As a part of our commitment to offering the best IT solutions to our customers, ARC offers three specially designed areas of training to fit your needs. ARC offers pre-recorded web-based e-learning seminars, live web-based e-learning seminars, and on-site instructor lead classes. This combination of e-Learning and face-face training optimizes your organization's training outcomes while reducing the costs in key areas of traditional learning.

ARC stores each pre-recorded (1-3 hour) session online for viewing by the customer at his or her own pace. Live online classes are held via Microsoft's Live Meeting online web conference application by ARC. On-site instructor-led course provide more detailed information about specific hardware, software, peripherals and solution offered by ARC. On-site classes are designed to give you and in-depth look at the equipment and workflows as they apply to your day-to-day applications.

ARC believes that the more we help our customers understand what we offer them the easier it is to meet their needs for future projects. We have dedicated technicians assigned to each project to ensure that the customer is well informed and comfortable with the products, applications and workflows.

All training options can be customized and/or combined to meet your specific needs and requirements.



